

THE OFFICE OF REGULATORY STAFF
DIRECT TESTIMONY AND EXHIBITS
OF
CHERIE L. HOLSTEN



Docket No. 2007-228-G

Office of Regulatory Staff, Complainant/Petitioner
vs.
Quail Pointe Apartments, Defendant/Respondent

**DIRECT TESTIMONY OF
CHERIE L. HOLSTEN
ON BEHALF OF
THE SOUTH CAROLINA OFFICE OF REGULATORY STAFF
DOCKET NO. 2007-228-G**

Q. PLEASE STATE YOUR FULL NAME AND ADDRESS.

A. My name is Cherie L. Holsten. My home address is 460 East Blackstock Road, Apartment A-8, Spartanburg, South Carolina, 29301. I am a resident of the Quail Pointe Apartment complex at located at 460 East Blackstock Road in Spartanburg.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?

A. The purpose of my testimony is to state my concerns as a resident of the Quail Pointe Apartments regarding the billing practices, metering, and provision of natural gas service to myself and the other residents of this apartment complex. As I will discuss in more detail later in my testimony, I do not believe that the natural gas being sold to myself and the other residents of the complex by Quail Pointe Apartments is being accurately metered or billed. My concern over improperly recorded and billed usage of natural gas by the Apartment Complex is what led to my initial contact with the Office of Regulatory Staff.

Q. PLEASE PROVIDE SOME DETAILS REGARDING YOUR RESIDENCE AT QUAIL POINTE AND THE HISTORY OF NATURAL GAS SERVICE TO YOURSELF WHILE A RESIDENT OF THIS COMPLEX.

A. I have lived at Quail Pointe Apartments for approximately 19 years. There are approximately 100 apartments in the complex, all of which, to the best of my knowledge, use natural gas for heating, cooking, and hot water. When I first moved into the complex

1 both water and natural gas were included in the monthly rent. Then, as is still the case
2 now, electricity was individually metered and billed to each apartment by Duke Power.
3 In late 2001 the complex changed its policy regarding the use of natural gas. Myself and
4 the other residents of Quail Pointe were informed by the apartment complex's
5 management that natural gas would no longer be included in our monthly rent. (See
6 **Exhibit A**, "Quail Pointe Apartment Homes Addendum to Lease Sub-Metered Natural
7 Gas.") A residents' meeting was called by the management at which time we were told
8 that individual meters to measure natural gas usage would be installed in each apartment.
9 Along with the other residents, I was also told that these individual meters would be
10 connected via some type of wireless connection to the complex's management office and
11 that the meters would signal the amount of gas used in each apartment to the office once
12 a month. This gas usage information was then to be provided to a third party billing
13 company which would issue actual monthly bills to the residents. Exhibit B attached to
14 my pre-filed testimony shows copies of bills from Argen Billing Systems to me for
15 natural gas during the period March through October 2002. As shown in this exhibit, my
16 bill would list the dates of usage, the amount of gas used, and the payment owed for this
17 period. The bill also shows a \$5.00 "service charge" which was added to my bill each
18 month and a \$15.00 late fee which would be added to my account each month if the bill
19 was not paid in full by the due date. As shown by my notes on several of the bills,
20 sometimes the bills were not even received until after the date which they were supposed
21 to be due. Frequently the bills were received only a few days prior to or on the due date
22 stated on the bill.

1 I quickly learned through discussions with my neighbors that the amounts being billed for
2 natural gas were inconsistent. During winter months some bills were for over \$150 while
3 others for apartments of the same size were for well under \$100 for the same month. The
4 dollar amounts billed to each apartment also varied widely from one month to the next.
5 The inconsistency and erratic billing dates and dollar amounts billed made it very
6 difficult for the residents, in particular those living on fixed incomes, to budget payments
7 for their gas.

8 **Q. AT SOME POINT DID THE APARTMENT COMPLEX CHANGE THE**
9 **BILLING COMPANY OR THE BILLING PROCEDURES RELATED TO THE**
10 **NATURAL GAS SERVICE TO YOUR APARTMENT?**

11 **A.** Yes. In December 2002 Quail Pointe changed the billing company. We then began
12 receiving bills from "American Water."

13 **Q. DID THE SERVICE AND BILLING IMPROVE WITH THIS CHANGE IN**
14 **COMPANIES?**

15 **A.** No. Although the five dollar per month "service charge" was stopped, the billing
16 continued to be erratic and the amounts varied widely. **Exhibit C** to my testimony shows
17 several of the bills which I received in 2003 from American Water. Despite lowering my
18 thermostat and using an electric heater, the bill for my apartment (with only one
19 occupant) was consistently much higher than those of my neighbors with the same square
20 footage and two occupants. In response to my questions and complaints to the complex
21 management no one could tell me why my bill was higher than my neighbors or exactly
22 how the usage was calculated or measured by the billing company. Several of my
23 neighbors also were making complaints to the complex management regarding the gas

1 bills, and this apparently led to the complex making yet another change in their gas
2 billing procedures.

3 **Q. WOULD YOU PLEASE EXPLAIN WHEN AND HOW THIS SECOND CHANGE**
4 **IN THE GAS BILLING PROCEDURES AT QUAIL POINTE OCCURRED?**

5 **A.** In March of 2003 the residents received a letter from the manager of the apartment
6 complex (See **Exhibit D**), who at the time was Carolyn Rogers, informing us that
7 effective March 13, 2003, billing for natural gas in the apartments would be conducted by
8 National Exemption Service and that payments should be thereafter made to the
9 apartment rental office. Residents were further told that payments for the gas bills would
10 be due on the same day of the month (the 5th) as rent payments. We were also told that if
11 we paid our rent but not our gas bill that the amount owed on our monthly gas bill would
12 be “deducted” from our rent payment and a “late charge” of \$65 would be charged for
13 our past due rent if it was not paid in full by the 5th. In other words, any amounts which I
14 paid to the complex were first credited against my gas bill.

15 I continued to have problems with, and to complain to the management about, gas usage
16 notices being received just days prior to payment being owed and inconsistencies in my
17 bill.

18 **Q. AT SOME POINT DID YOUR CONCERNS REGARDING YOUR GAS BILLS**
19 **LEAD YOU TO CONTACT THE OFFICE OF REGULATORY STAFF?**

20 **A.** Yes.

21 **Q. WOULD YOU PLEASE EXPLAIN THE CIRCUMSTANCE THAT LED YOU TO**
22 **CONTACT ORS.**

1 **A.** It began in the Spring of 2006. I had already turned off the heat in my apartment when I
2 received a \$125.00 bill in the month of April. Having not run my gas heat, based on the
3 recent weather, I felt that this bill was outrageously high (See, Bill with Due Date of
4 04/05/06 in **Exhibit E**). I spoke with the Apartment Manager, Ms. Angie Feregrino,
5 regarding this bill and a few days later she told me that she had learned that the usage
6 listed on that bill was for gas used during the cold period two months previously rather
7 than for the prior month as stated on the bill. This caused me some concern both because
8 the period stated on the bills was incorrect and also because I still cannot understand who
9 paid for the gas used by tenants who had moved out of their apartments in the intervening
10 two months.

11 I also began to have health and safety concerns regarding our gas service at this time.
12 Both myself and my neighbors became aware of a gas leak in a neighboring apartment
13 which had apparently been caused when the tenant had moved out and the complex had
14 removed the gas stove to another apartment. The complex employees that moved the
15 stove apparently had failed to properly cap the gas line when the stove was removed. I
16 detected a strong odor of gas but could not take any action to get the leak stopped. I
17 could not call Piedmont Natural Gas because while they provide service to the buildings
18 in the complex they are not our service provider and according to my understanding have
19 no responsibility beyond their meter at the outside of the buildings. When I attempted to
20 call the emergency maintenance number for the apartment complex I received a message
21 that the line was out of service. Eventually my neighbors and I called the fire
22 department. The fire department somehow reached the complex maintenance man and he
23 arrived at about the same time as a fire truck.

1 A second leak occurred in my own apartment a short time later. My stove developed a
2 leak which led to the underside of my stovetop catching on fire. As this occurred “after
3 hours” I tried to call the emergency maintenance number, and it was again out of order. I
4 fortunately happened by accident to run into the maintenance man on the grounds while
5 walking to the complex manager’s apartment.

6 Also, sometime in 2006 the gas meter in my house was allegedly calibrated by a meter
7 company employee and a complex maintenance worker. They supposedly calibrated my
8 gas meter but never checked the usage or serviceability of any of the gas appliances in
9 my apartment. The “calibration” was allegedly accomplished by the workers asking me
10 to turn on and off certain cold water taps in my apartment. Shortly after this calibration
11 my gas bills began to list dates, usage, and the description “Water Chg.” next to the total
12 amount which I was told I owed each month for natural gas.

13 Both myself and my neighbors continued to have problems with gas service and bills in
14 the complex which led me to eventually contact Piedmont Natural Gas. I knew Piedmont
15 was the natural gas service provider to the complex and wanted to see if they could
16 provide me with any information concerning their natural gas rates. They eventually
17 gave me information on two different rates (residential and commercial), stating that they
18 were not sure what rate I would be charged if I was a customer. I then attempted to
19 calculate a bill using the usage reported on my gas bill with both rates that Piedmont had
20 provided me but I could not match the usage and the rates with what I was charged on my
21 monthly bill. As I was now very interested in how my monthly gas bill was being
22 calculated, I called the billing company, NES, to ask them if they could tell me how the
23 bills were calculated. I was told that they were using a RUB (ratio utilities billing) to

1 calculate our bills and that actual natural gas usage did not matter. I learned that the RUB
2 formula was calculated based on things such as the size of the apartment and the number
3 of people residing in each apartment. As I asked more specific questions I was told that
4 the person who knew this information was not in the office. I left my name and number
5 and was told that I would get a call back – which I never did. I called NES back the next
6 day, received the same answer, left my number again and was again not called back.
7 My inability to get any information eventually led me to call my State Senator, Senator
8 Hawkins, whose office referred me to the Office of Regulatory Staff.

9 Two employees of the ORS, Brent Sires and Chad Campbell, subsequently came to my
10 apartment to investigate and examine the meters at the complex.

11 **Q. HAS ANYTHING CHANGED REGARDING YOUR GAS SERVICE OR BILLS**
12 **SINCE YOU CONTACTED THE ORS IN THIS MATTER?**

13 **A.** No. In the past few months there was one month when I and the other residents were not
14 even given a gas bill, and we then received three gas bills over a period of two months.
15 My three bills for this period were \$31.71, \$3.30, and \$13.00. At the same time I
16 received the bill for \$3.30 one of my neighbors received a bill for \$46.00 (and \$30.00 for
17 the third period). When I called the apartment manager to ask about the strange bills, I
18 was told to deduct the \$3.30 from the \$13.00 bill and pay the difference. My neighbor
19 was told to pay the \$30.00 bill and ignore the \$46.00 bill. Angie, the apartment manager,
20 told me that we were once again going to be getting a new billing company for our gas.
21 I was recently told that the apartment complex was sold in May of this year. In August a
22 new apartment manager, Ms. Laurie Towe, was hired.

1 **Q. WHAT ACTION WOULD YOU LIKE THE PUBLIC SERVICE COMMISSION**
2 **TO TAKE REGARDING YOUR NATURAL GAS SERVICE?**

3 **A.** First and foremost I only want to pay for the utilities that I use. I would like to see a fair
4 and understandable billing system put into place so that the other residents of the
5 complex and myself only pay for the gas which we actually use in our apartments. The
6 current RUB billing used by Quail Pointe, if this is indeed the method that they are using
7 to calculate our bills, is inherently unfair and does not promote or support conservation.
8 As a consumer I do not know if I am only paying for my utility usage or also for a portion
9 of my neighbor's utilities. I also believe that the distribution system in the apartment
10 complex is dangerous as I have found that it is often impossible to find anyone to respond
11 to a gas leak or similar emergency concerning our gas service in the complex.

12 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

13 **A.** Yes, it does.

**QUAIL POINTE APARTMENT HOMES
ADDENDUM TO LEASE
SUB-METERED NATURAL GAS**

You shall be responsible for paying the gas utility service provided by Quail Pointe Apartment Homes during the term of your lease. The resident agrees that we have and will continue to have under the terms of the agreement the right to designate the residents natural gas provider. You agree to individual utility billing in your name immediately upon signing this agreement and promptly pay same when due. You acknowledge that continued occupancy of the apartment when any utility have been cut off is hazardous. You agree not to terminate, cut off, interrupt, or discontinue any utility service to the apartment building.

If the utility equipment is tampered with an alarm will alert the office and the third party utility company. Tampering with the equipment will result in a charge of \$200.00 and you will receive a lease violation. The lease violation will be grounds for termination of your lease.

Breach of this provision shall constitute default, giving us the right to terminate the Lease Agreement immediately and to obtain possession of the apartment. Any charges billed to us for utilities due to your breach of this provision shall be due as additional rent. We are not liable for interruption or malfunction in service of any utility due to any cause.

Natural Gas Usage is provided through the following system as indicated.

Sub-metered Billing for Natural Gas Service: Notwithstanding anything to the contrary herein, you agree to pay for all natural gas charges including service charges separately from the rent payment. You understand that the utility service is sub-metered and that monthly billing for natural gas will come from a third party company designated by Management.

Cherie Holsten 11-19-01
Resident Date

Resident Date

Pauline Garner
Management

EXHIBIT B

Make Checks Payable to:
Argen Billing Systems
 P.O. Box 81167
 Conyers, GA 30013
 (770) 760-9696

ACCOUNT NUMBER

0144-000008.00

BILL DATE

03/07/02

DUE DATE

03/22/02

SERVICE DATES		PREVIOUS BALANCE
12/27/01 01/27/02		0.00
METER READING	CONSUMPTION	CHARGE
Gas 1318	493	60.89
Service Charge		5.00
<i>pd 3-13</i>		
AMOUNT DUE BY 03/22/02		65.89
AMOUNT DUE AFTER 03/22/02		80.89
SERVICE AT #8460 EAST BLACKSTOCK RD		

Make Checks Payable to:
Argen Billing Systems
 P.O. Box 81167
 Conyers, GA 30013
 (770) 760-9696

ACCOUNT NUMBER

0144-000008.00

BILL DATE

05/06/02

DUE DATE

05/21/02

SERVICE DATES		PREVIOUS BALANCE
02/28/02 03/25/02		0.00
METER READING	CONSUMPTION	CHARGE
Gas 379		29.72
Service Charge		5.00
<i>received 5-13-02</i> <i>pd 5-14-02</i>		
AMOUNT DUE BY 05/21/02		34.72
AMOUNT DUE AFTER 05/21/02		39.72
SERVICE AT #8460 EAST BLACKSTOCK RD		

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

BILL DATE

DUE DATE

07/11/02

07/26/02

SERVICE DATES		PREVIOUS BALANCE
05/26/02 06/25/02		0.00
METER READING	CONSUMPTION	CHARGE

Gas 530 16.48
Service Charge 5.00

rec'd 7-15
posted 7-17

AMOUNT DUE BY	07/26/02	21.48
AMOUNT DUE AFTER	07/26/02	36.48

SERVICE AT

#8460 EAST BLACKSTOCK RD

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

ACCOUNT NUMBER

0144-000008.00

BILL DATE

DUE DATE

05/28/02

06/12/02

SERVICE DATES		PREVIOUS BALANCE
03/25/02 04/25/02		0.00
METER READING	CONSUMPTION	CHARGE

Gas 656 20.40
Service Charge 5.00

rec'd 5-31-02
pd/posted 5-31-02 pm

AMOUNT DUE BY	06/12/02	25.40
AMOUNT DUE AFTER	06/12/02	40.40

SERVICE AT

#8460 EAST BLACKSTOCK RD

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

ACCOUNT NUMBER

0144-000008.00

BILL DATE

DUE DATE

08/16/02

08/31/02

SERVICE DATES		PREVIOUS BALANCE
06/25/02 07/25/02		0.00
METER READING	CONSUMPTION	CHARGE

Gas 530 21.73
Service Charge 5.00

rec'd 8-19
posted 8-20

AMOUNT DUE BY	08/31/02	26.73
AMOUNT DUE AFTER	08/31/02	41.73

SERVICE AT

#8460 EAST BLACKSTOCK RD

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

ACCOUNT NUMBER

0144-000008.00

BILL DATE

DUE DATE

06/20/02

07/05/02

SERVICE DATES		PREVIOUS BALANCE
04/25/02 05/26/02		0.00
METER READING	CONSUMPTION	CHARGE

Gas 548 17.04
Service Charge 5.00

rec'd 6-24
posted 6-26

AMOUNT DUE BY	07/05/02	22.04
AMOUNT DUE AFTER	07/05/02	37.04

SERVICE AT

#8460 EAST BLACKSTOCK RD

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

ACCOUNT NUMBER
0144-000008.00

BILL DATE DUE DATE
09/11/02 09/26/02

Return Service
Requested

FIRST CLASS MAIL
U.S. POSTAGE PAID
CONYERS, GA
PERMIT NO. 324

SERVICE DATES	PREVIOUS BALANCE
07/25/02 08/25/02	0.00

METER READING	CONSUMPTION	CHARGE
Gas	429	17.59
Service Charge		5.00

*rec'd 9-27
called 9-19/posted 9-19*

AMOUNT DUE BY	09/26/02	22.59
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AMOUNT DUE AFTER	09/26/02	37.59
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SERVICE AT #8460 EAST BLACKSTOCK RD

CHERIE HOLSTEN
460 EAST BLACKSTOCK RD
APT #8
SPARTANBURG, SC 29301-

ACCOUNT NUMBER 0144-000008.00

DUE BY 09/26/02 22.59

DUE AFTER 09/26/02 37.59

WRITE ACCOUNT NUMBER ON PAYMENT
AND RETURN WITH THIS STUB

Make Checks Payable to:
Argen Billing Systems
P.O. Box 81167
Conyers, GA 30013
(770) 760-9696

ACCOUNT NUMBER
0144-000008.00

BILL DATE DUE DATE
10/11/02 10/26/02

Return Service
Requested

FIRST CLASS MAIL
U.S. POSTAGE PAID
CONYERS, GA
PERMIT NO. 324

SERVICE DATES	PREVIOUS BALANCE
08/25/02 09/25/02	0.00

METER READING	CONSUMPTION	CHARGE
Gas	483	19.80
Service Charge		5.00

*bill received
10-21-02
- per phone conversation
w/ Nancy on 10-17*

AMOUNT DUE BY	10/26/02	24.80
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AMOUNT DUE AFTER	10/26/02	39.80
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SERVICE AT #8460 EAST BLACKSTOCK RD

CHERIE HOLSTEN
460 EAST BLACKSTOCK RD
APT #8
SPARTANBURG, SC 29301-

ACCOUNT NUMBER 0144-000008.00

DUE BY 10/26/02 24.80

DUE AFTER 10/26/02 39.80

WRITE ACCOUNT NUMBER ON PAYMENT
AND RETURN WITH THIS STUB

American Water
P.O. Box 441088
Miami, FL 33144-1088



Customer Service Provided By United Water
Hours: M-F 8 a.m. - 5 p.m. EST
1.888.825.2590

Avoid Late Charges By Paying Promptly.

ACCOUNT NUMBER	NAME AND SERVICE ADDRESS	BILLING PERIOD
315004600008001	Cherie Holsten 460 E. Blackstock Rd 8 Spartanburg, SC 29301-3374	9/26/02 - 10/30/02
DESCRIPTION OF CHARGES		
	Usage	Amount
	35	
	Previous Balance	\$0.00
11/15/02	Gas Usage Charge	\$29.5
	Current Bill	\$29.5
	Amount Due	\$29.5
		TODAY'S MESSAGE

RETAIN THIS PORTION FOR YOUR RECORDS. CHECK NO. 5036 DATE PAID 11-22 AMOUNT PAID 29.50

FOLD ON PERFORATION AND DETACH HERE

EXHIBIT C

American Water
P.O. Box 441088
Miami, FL 33144-1088



Customer Service Provided By United Water
Hours: M-F 8 a.m. - 5 p.m. EST
1.888.825.2590

Avoid Late Charges By Paying Promptly.

ACCOUNT NUMBER	NAME AND SERVICE ADDRESS	BILLING PERIOD
315004600008001	CHERIE HOLSTEN 460 E BLACKSTOCK RD APT.# 8 SPARTANBURG, SC 29301	10/30/02 - 11/27/02
DESCRIPTION OF CHARGES		
		Usage Unit Amount
12/03/2002	Previous Balance	29.50
	PAYMENT	-29.50
12/19/2002	GAS USAGE	92 71.54
	Current Bill	71.54
	Amount Due	71.54
ABOVE USAGE IS MEASURED IN THERMS		TODAY'S MESSAGE

RETAIN THIS PORTION FOR YOUR RECORDS. CHECK NO. 5068 DATE PAID 12-27 AMOUNT PAID 71.54

FOLD ON PERFORATION AND DETACH HERE

American Water
P.O. Box 441088
Miami, FL 33144-1088



Customer Service Provided By United Water
Hours: M-F 8 a.m. - 5 p.m. EST
1.888.825.2590

Avoid Late Charges By Paying Promptly.

ACCOUNT NUMBER	NAME AND SERVICE ADDRESS	BILLING PERIOD
315004600008001	CHERIE HOLSTEN 460 E BLACKSTOCK RD APT.# 8 SPARTANBURG, SC 29301	11/27/02 - 12/31/02
DESCRIPTION OF CHARGES		Usage Unit Amount
Previous Balance		71.54
01/02/2003	PAYMENT	-71.54
01/20/2003	GAS USAGE	200 155.74
Current Bill		155.74
Amount Due		155.74
ABOVE USAGE IS MEASURED IN THERMS		TODAY'S MESSAGE

pd, 31

RETAIN THIS PORTION FOR YOUR RECORDS. CHECK NO. 5092 DATE PAID 2-1 AMOUNT PAID 155.74

FOLD ON PERFORATION AND DETACH HERE

American Water
P.O. Box 441088
Miami, FL 33144-1088



Customer Service Provided By United Water
Hours: M-F 8 a.m. - 5 p.m. EST
1.888.825.2590

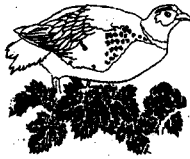
Avoid Late Charges By Paying Promptly.

ACCOUNT NUMBER	NAME AND SERVICE ADDRESS	BILLING PERIOD
315004600008001	CHERIE HOLSTEN 460 E BLACKSTOCK RD APT.# 8 SPARTANBURG, SC 29301	12/31/02 - 01/29/03
DESCRIPTION OF CHARGES		
		Usage Unit Amount
02/04/2003	Previous Balance	155.74
02/14/2003	PAYMENT	-155.74
02/14/2003	GAS USAGE	169 142.75
	Current Bill	142.75
	Amount Due	142.75
ABOVE USAGE IS MEASURED IN THERMS		TODAY'S MESSAGE

pd
2-23-03

RETAIN THIS PORTION FOR YOUR RECORDS. CHECK NO. 5113 DATE PAID 2-23 AMOUNT PAID 142.75

FOLD ON PERFORATION AND DETACH HERE



Quail Pointe

Apartment Homes

Date March 3, 2003

Re: Gas Bill

Dear Residents of: Quail Pointe Apartment Community

The company we are using for our gas billing will change next month to National Exemption Service.

Effective March 13, 2003 all payments for your gas bills should be made to the apartment rental office.

In the future, your gas bill may be paid along with your rental payments. We are hoping this will make the payment of your gas bill easier for you.

Should you have any questions about this change, please feel free to contact us.

Sincerely,

Carelyne Rogers

Manager



**Quail Pointe Apartment Homes
460 E. Blackstock Road
Spartanburg, SC 29301
(864)587-1939**

ATTENTION: ALL RESIDENTS

March 3, 2003

Please stop by the Leasing Office IMMEDIATELY, to come in and sign Our new package release forms. This form is to be signed so that we will have your permission or not, for the Postal Service, Fed-Ex, UPS, or any other delivery service to leave packages for you. If you choose not to sign this release form, packages will not be allowed to be left in the Leasing Office for you in your absence if you are not home to sign for your packages. It is our new COMPANY POLICY, not to accept any Packages on your behalf without your permission and signature on this release form. All current and new residents must sign whether you are giving us your permission to accept packages on your behalf or your are declining for us to be able to accept packages. Please stop by the office as soon as possible.

Also, for ALL RESIDENTS who have not signed the LEAD BASED PAINT DISCLOSURE, please do so when you are in the Leasing Office. If you are not sure, please ask and we can look it up for you.

Regarding the new gas billing company, if you have already paid your Gas bill and sent it in to American Water, that is fine. If you have not, Please do so IMMEDIATELY. As the letter stated, the new company will be taking over our Property Gas Billing System effective 3/15/03. From that date on, ALL GAS BILLS NEED TO BE BROUGHT INTO THE LEASING OFFICE ALONG W/RENTAL PAYMENTS IN SEPARATE MONEY ORDERS. If you have questions or concerns, please contact the Leasing Office Staff.

Thank You,

Management Staff

Quail Pointe Apartments
460 E. Blackstock Rd.
Spartanburg SC 29301
(864) 587-1939

Date: 6/9/06

To: Cherie Holston Apt: 2594 8

Dear Cherie,

You have an unpaid balance due of \$ 25.94 for
June gas please come by the
office as soon as possible to get this taken care of.

If you have any questions please call me at (864) 587-1939.

Thank you,
Angie Feregrino
Site Administrator

Pa
Pd
10-5
my ck
#5907

Phone: (727) 545-0120 (800) 488-1748

Pay to: QUAIL POINTE APTS. - OFFICE
460 E. BLACKSTOCK ROAD.
SPARTANBURG, SC 29301
HOLSTEN, CHERIE

QUAIL POINTE APARTMENTS Due: 11/12/2006
0299-212631 CURRENT CHARGES DUE

YOUR COPY

Pre Bal Due \$ 0.00

Water Chg \$ 34.92

From: 05/10/06
to: 10/10/06
Mtr# 212631
Currd 2,249,900
Prevrd 2,216,600
Usage 33,300

Tot.Charg \$ 34.92

Paymts Recd \$ 0.00

Payment Due \$ 34.92

C069



Phone: (727) 545-0120 (800) 488-1748

Pay to: QUAIL POINTE APTS. - OFFICE
460 E. BLACKSTOCK ROAD.
SPARTANBURG, SC 29301
HOLSTEN, CHERIE

QUAIL POINTE APARTMENTS Due: 06/16/2006
0299-212631 CURRENT CHARGES DUE

YOUR COPY

Pre Bal Due \$ 0.00

Water Chg \$ 25.94

From: 04/10/06
to: 05/10/06
Mtr# 212631
Currd 2,120,900
Prevrd 2,082,200
Usage 38,700

Tot.Charg \$ 25.94

Paymts Recd \$ 0.00

Payment Due \$ 25.94

C069



Phone: (727) 545-0120 (800) 488-1748

Pay to: QUAIL POINTE APTS. - OFFICE
460 E. BLACKSTOCK ROAD.
SPARTANBURG, SC 29301
HOLSTEN, CHERIE

QUAIL POINTE APARTMENTS Due: 04/05/2006
0299-212631 CURRENT CHARGES DUE

YOUR COPY

Pre Bal Due \$ 0.00

Water Chg \$ 125.87

From: 02/10/06
to: 03/10/06
Mtr# 212631
Currd 1,929,900
Prevrd 1,729,900
Usage 200,000

Tot.Charg \$ 125.87

Paymts Recd \$ 0.00

Payment Due \$ 125.87

C069



CHERIE L. HOLSTEN
 SC 003059122 PH. 864-574-9270
 480 E BLACKSTOCK ROAD
 A 8 QUAIL POINTE
 SPARTANBURG, SC 29301

67-778592

5935

WACHOVIA BANK, N.A.
 OF SOUTH CAROLINA NA
 SPARTANBURG, SC 29302

#1899 212631-000

053207766 1005927585770 5935

BALANCE FORWARD	
THIS PAYMENT	31.65
BALANCE	
OTHER	
BALANCE FORWARD	

TAX DEDUCTIBLE ITEM ☐

NOT NEGOTIABLE

11111111111111111111

5903

11/2/06
 5935

YOUR COPY
 0299-212631
 QUAIL POINTE APARTMENTS
 Due: 12/01/2006
 HOLSTEN, CHERIE
 SPARTANBURG, SC 29301
 480 E. BLACKSTOCK ROAD
 Pay to: QUAIL POINTE APTS. - OFFICE
 Phone: (727) 545-0120 (800) 488-1748

Pre Bal Due \$ 0.00
 Water Chg \$ 31.65
 Loc. Chrg \$ 31.65
 Payments Recd \$ 0.00
 Payment Due \$ 31.65

Usage 30,000
 Prev'd 2,249.900
 Ctr'd 2,279.900
 Mtr# 212631
 to: 11/10/06
 From: 10/10/06